

POSITION SUMMARY

Under the general review of the Regional Manager, this position is responsible for the direction, administration, and evaluation of a full-scope comprehensive human resource program for the department and administers a wide variety of related laws, policies and procedures included in the broad area of human resources management. The human resources (HR) program includes such activities as position classification and compensation, occupational and organizational surveys/studies, organization analysis and workforce planning, staffing, employment relations, affirmative action/civil rights compliance, employee development and training, employee assistance, workforce planning, health and safety, payroll and employee benefits administration, coordination and implementation of various human resources program initiatives, contract negotiations and administration, and the preparation and dissemination of a wide variety of technical information.

In the performance of these duties, the Human Resources Manager must ensure an effective interface occurs between the human resource function and the department organizational units (e.g., Secretary's Office, Division Administrators, agency budget director and counterpart functions with the Division of Personnel Management DPM), as well as effective and collaborative relationships with other Regional Management.

This position follows all safety rules and safe work practices established by the assigned department.

TIME % GOALS AND WORKER ACTIVITIES

30% A. Manage and direct the Department's full-scope comprehensive Human Resource Program.

- A1. Provide leadership to assure maximum staff commitment to a "customer service" philosophy, to the establishment and maintenance of a harmonious positive employment relations climate, and to carrying out the department's AA/EEO objectives.
- A2. In conjunction with the management team, develop objectives and strategies for the Strategic Plan and monitor the implementation of the plan.
- A3. Become knowledgeable about current and future trends and issues in human resources management and lead the development and design of organizations and systems that allow the department to meet its labor force needs of its employees.
- A4. Provide an operating atmosphere which encourages empowering of staff through cross-training and ensures that all staff are provided opportunities for the enhancement of their skills, assumption of greater responsibilities, and the ability to reasonably aspire to higher levels within the existing work environment.
- A5. Direct the development and implementation of internal and department wide HR policies, practices and procedures including those listed in the summary of this document.
- A6. Provide leadership in the development of innovative mechanisms which will enhance the efficiency and effectiveness of the program functions.
- A7. Direct the development of workload guidelines and standards to ensure a balance of assignments among the staff, to recognize special areas of expertise and employee/supervisor rapport and to maximize timeliness in responding to the needs of the Secretary's Office and line managers.
- A8. Direct the development and implementation of the affirmative action goals in accordance with the department's goals and policies.
- A9. Direct the ongoing activities including the preparation and implementation of the operating budget, expenditure controls, affirmative action plan, internal communication, staff development and training.
- A10. Review and provide guidance to staff and department management on all hiring and disciplinary actions. Consult with Regional Management as needed.
- A11. Partner with the agency's program area managers (e.g., Payroll and Benefits Section Chiefs/supervisors, HR Program Officers, etc.) in providing leadership and directing efforts to improve operations internally as well as across the region.

25% B. Supervision of Staff and Management of Unit.

- B.1 Develop employee objectives, conduct performance evaluations (e.g., PPD), counsel and guide staff. Provide day to day direction to staff as appropriate to meet goals and/or verify performance.
- B.2 Review and approve leave schedules, training requests and timesheets; assess and discuss staff training

needs.

- B.3 Review and/or recommend personnel actions, including: discipline (e.g., answering first step grievances), reclassification, layoff, resignations and dismissals for compliance with applicable standards and rules.
- B.4 Schedule work assignments to ensure effective delivery of services; assign special projects.
- B.5 Provide technical and procedural advice to staff.
- B.6 Develop and implement training objectives and programs for staff to facilitate performance of assigned tasks and assist with career development planning.
- B.7 Coordinate or participate in the recruitment, selection and hiring of new staff (e.g., develop exam benchmarks, interview prospective employees). Review the hiring and selection processes to assure fairness and equal opportunity for all applicants.
- B.8 Monitor the implementation of Affirmative Action/Civil Rights Compliance (AA/CRC) plans within assigned areas of responsibility; assure equal access and opportunity for staff to attend training and other career development activities.
- B.9 Manage unit budget and positions including recommendations for change or other utilization of available positions.
- B.10 Oversee process improvement efforts for the human resources team striving toward customer service and timeline improvements.

20% C. Provision of information and consultation on human resources management issues.

- C1. Provide personnel management counsel to the Secretary's Office, divisional management and line managers and supervisors.
- C2. Assure the effective interaction of HR management activities between the HR program, the Secretary's Office, and division management.
- C3. Anticipate future issues in human resources utilization and management through research and analysis in order to help the department continue to meet its labor force needs.
- C4. Consult with Division management and the Secretary's Office on the establishment of program scope, purpose, resource needs and related matters.
- C5. Periodically consult with supervisors and managers to assess needs and discuss performance expectations, problem areas, resource needs and related matters.
- C7. Assure that effective interaction of the personnel transactions and the compensation function with the payroll and benefit functions of the department, including ADA, FLSA, FMLA, etc.

20% D. Under the direction of the Regional Manager, manage the functional program areas to provide core human resources services

- D1. Direct the development and implementation of an HR service function which facilitates the staffing of positions expeditiously; which assures fairness and equity in the classification and compensation of positions and the laying off of employees; which is responsive to the needs of managers; which assures a review of the need for positions before they are filled; and which assures the integrity of the merit system.
- D2. Direct the development and implementation of an employment relations program which assures effective representation of the department's needs and priorities to DPM and to the rest of State government which maximizes the timeliness in making investigations and handling grievances, and which strives to attain and maintain labor/management harmony.
- D3. Direct the development and implementation of an AA/EEO program which assures equal employment opportunity and attempts to reverse the effects of past discrimination.
- D4. As appropriate, work with agency staff, Regional Management, and the Enterprise Training Director on employee and supervisory development training needs and delivery.
- D5. Direct the development and implementation of an internal operations capacity which initiates and disseminates policies and procedures on a regular basis.
- D6. Direct the development and implementation of an Employee Assistance Program, Wellness Program, and an Employee Suggestion Program.

- D7. Advocate for the needs of the department related to the development and implementation of a training program.

5% E. Provision of leadership on special projects and/or committees and other duties as assigned.

- E1. Serve on the department's Leadership Team.
- E2. Represent the department on statewide committees as appointed.
- E3. Establish special project teams for budget/fiscal related purposes utilizing the department's project management system.
- E4. Analyze proposed division reorganizations.
- E5. Supervise and/or conduct special evaluations of division activities and policies.
- E6. Prepare responses to general correspondence for the Secretary's Office.
- E7. Participate on department projects/committees as assigned.
- E8. Participate in the Departmental KIDSTAT meetings.

KNOWLEDGE, SKILLS AND ABILITIES

- 1. Knowledge of the agency's programmatic areas, goals and objectives.
- 2. Extensive knowledge of the Wisconsin Civil Service Personnel rule, policies, procedures
- 3. Knowledge of Personnel Administration Programs including compensation, recruitment and staffing, classification, surveys, employee benefits, performance appraisal systems, workforce planning and organizational development and management.
- 4. Knowledge of payroll and the employee benefits programs in a major state agency.
- 5. Knowledge of general Human Resources Management principles and concepts
- 6. Knowledge of the Federal & State Family Medical Leave Act, the Fair Labor Standard Act, the Americans with Disabilities Act, and the Wisconsin Fair Employment Act.
- 7. Extensive knowledge of current employment relations laws, procedures, negotiation and collective bargaining process and labor-management cooperation initiatives.
- 8. Knowledge of staff development and training concepts.
- 9. Knowledge of principles and techniques used in the management of the Employee Assistance Program.
- 10. Knowledge of AA/EEO principles, programs, practice, policies, and laws.
- 11. Knowledge of Strategic Planning Processes principles and practices.
- 12. Knowledge of policy and procedure development and implementation.
- 13. Knowledge of budget development and management.
- 14. Knowledge of management techniques for a large, complex organization.
- 15. Considerable knowledge of supervisory techniques.
- 16. Ability to utilize effective management, coaching, supervisory and teambuilding techniques.
- 17. Strong verbal and written communication skills
- 18. Knowledge of conflict resolution and mediation techniques & concepts.
- 19. Knowledge of process/quality improvement and lean principles.
- 20. Knowledge of customer focused service principles and practices.
- 21. Knowledge of succession and workforce planning
- 22. Proven analytical, strategic thinking and policy development abilities.
- 23. Employee management principles and techniques regarding supervision, team leadership and facilitation, delegation, performance measurement, coaching, performance improvement and corrective discipline.